

EXHIBIT A2

From: Lingo911@corp.lingo.com
To: Customer@isp.com
Subject: Respond by 8/29/05: Important Lingo 911 Notification
Date: 8/3/2005

Dear <Customer>,

Lingo's Emergency Calling Service is different from traditional 911 or E911. Even though Lingo automatically signed you up for our Emergency Calling Service, due to a recently announced ruling by the U.S. Federal Communications Commission (or FCC), we are required to ensure that you acknowledge your understanding of these differences and verify your Emergency Calling Service address by August 29, 2005. If we do not receive your acknowledgement by August 29, 2005, we will be expected by the FCC to suspend your Lingo service until such acknowledgement is received. Please login to your online account management tool at www.lingo.com to review this feature and acknowledge your understanding as soon as possible.

If you forgot your online account password, we cannot send it to you for security purposes, but you can easily reset it using the information below. You will need your username and password hint and answer to reset your password. Go to the account login page and click "Forgot your password?" to create a new password. You can then login to your Lingo account with your username and new password to acknowledge your understanding of our Emergency Calling Service.

Please note, if you have multiple Lingo accounts you must acknowledge that you have read and understand the 911 Advisory for each account separately.

Go to Lingo.com today and click Login to complete the acknowledgement. We look forward to receiving your acknowledgement and continuing to provide you with all of the features and functionality of the Lingo service. Thank you for choosing Lingo.

Sincerely,
Lingo

REF: ECSADV2_080205

EXHIBIT B2

From: Lingo911@corp.lingo.com
To: Customer@isp.com
Subject: Pending account suspension on 8/30/05: Action required.
Date: 8/15/2005

Dear <Customer>,

Lingo has made several attempts to contact you regarding an urgent 911 service advisory that requires your acknowledgement. It is extremely important that you immediately login to your account at lingo.com (or paste this URL into your browser's address bar:

<https://www.lingo.com/com/primustel/gu/presentation/shop/login.jsp>) to review and acknowledge this advisory to avoid the potential suspension of your Lingo service.

Please treat this request as urgent. The FCC expects Lingo to suspend your account if we do not receive your acknowledgement by August 29th.

If you have questions or need assistance, please contact us at 1-888-Lingo-99 or by email at customercare@lingo.com.

Thank you.

Lingo

REF: ECSADV3_081205

EXHIBIT C2

Voicemail script:

Hello. This is an important voicemail from Lingo regarding your Emergency Calling Service. Your immediate action is required to ensure your Lingo service is not suspended. Please listen to the following instructions for more information.

Lingo's Emergency Calling Service is different from traditional 911 or E911. Even though Lingo automatically signed you up for our Emergency Calling Service, due to a recent ruling by the U.S. Federal Communications Commission, the FCC, Lingo is required to make certain that you acknowledge your understanding of these differences and verify your Emergency Calling Service address no later than August 29th,. ***If we do not receive your acknowledgement by August 29th, we will be expected by the FCC to suspend your Lingo service until such acknowledgement is received.***

Take action now. Login into your account at www.lingo.com to review the Emergency Calling Service feature, acknowledge your understanding and verify your address.

If you have multiple Lingo accounts you must acknowledge that you have read and understand the 911 Advisory for each account separately.

If you have already provided Lingo with your acknowledgement, please disregard this message.

And thank you for choosing Lingo.

EXHIBIT D2

Voicemail script 2:

Hello this is Cindy from Lingo Customer Care. We have been trying to contact you regarding the potential suspension of your Lingo phone service. Please login to your account at lingo.com immediately to review and acknowledge a 911 service advisory and to avoid any disruption in your Lingo service. If you have recently completed the acknowledgement please disregard this message.

I advise you treat this request as urgent. The FCC has advised Lingo that it expects us to suspend service to all customers that do not complete the acknowledgement by August 29th. After August 29th, you may not be able to use your Lingo phone service.

Once again all you need to do is login to your account at lingo.com to review and acknowledge a 911 service advisory.

If you have questions or need assistance, please contact us at 1-888-Lingo-99 or by email at customercare@lingo.com.

Thank you.

EXHIBIT E2



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URGENT NOTICE

**Respond IMMEDIATELY to Avoid Suspension
of your Lingo Service**

Customer Name
Address
City, State, Zip

EXHIBIT E2

You MUST Respond to Avoid Service Suspension!

Due to a recently announced ruling by the FCC, Lingo is required to obtain your acknowledgement that you understand the differences between our Emergency Calling Service and traditional phone service 911 service. *If we do not receive your acknowledgement by August 29, 2005, we will be expected by the FCC to suspend your Lingo service until such acknowledgement is received.* Please login to your online account management tool at www.lingo.com to review this feature and acknowledge your understanding as soon as possible.

PLEASE RESPOND at www.lingo.com IMMEDIATELY to avoid account suspension on August 30, 2005!

Note: Suspended accounts may not be able to restore service with the same telephone number. Furthermore, if you have multiple Lingo accounts you must acknowledge that you have read and understand the 911 Advisory for each account separately.

If you have already responded, please disregard this notice.

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EXHIBIT F2

911 Service Advisory – outbound call script to obtain acknowledgement ***Script for outbound calling without Voicelog***

Hello May I speak with (name on account)

Scenario 1: Not person, request to speak with him/her.

Not there, leave message:

I am calling on behalf of Lingo, (customer's name)'s VoIP phone service provider. I have an important message regarding his/her service that requires immediate response. When is good time to call? May I leave a message with you to give him/her?

Message for person:

Please tell (name) that Lingo has been trying to reach him/her with an important message. It is urgent that he/she to acknowledge a 911 service advisory to avoid account suspension after August 29th. He/she can do this by calling Lingo Customer Care at 1-888-Lingo-99 or by logging in to his/her account at lingo.com.

Scenario 2: Receive Voice mail – Leave message

Hello this is (rep name) from Lingo. We have been trying to contact you regarding the potential suspension of your Lingo phone service after August 29th. It is extremely important that you acknowledge a 911 service advisory to avoid account suspension immediately. You can do this by calling Lingo Customer Care at 1-888-Lingo-99 or by logging in to your account at lingo.com.

I advise you treat this request as urgent. The FCC has advised Lingo that it expects us to suspend service to all customers that do not complete the acknowledgement by August 29th. After August 29th, you may not be able to use your Lingo phone service.

Once again all you need to do is login to your account at lingo.com to review and acknowledge a 911 service advisory. Or call customer service immediately at 1-888-Lingo-99

Thank you for your understanding.

EXHIBIT F2

Scenerio 3: You are speaking to the contact person

I am calling on behalf of Lingo. We have recently sent your several notifications regarding a 911 service advisory that requires your acknowledgement. My records show that we have not yet received your response. Have you received these notifications? Have you responded yet?

No the customer has not responded

It is extremely important that you do respond to avoid suspension of your service. The FCC is mandating that Lingo obtain your acknowledgement to our 911 service advisory by August 29 or expects us to suspend your service – meaning you will not be able to use your service.

Ask customer to do the acknowledgement over the phone:

I can do this acknowledgement with your right now over the phone, it will only take a few minutes.

Customer Agrees:

Great. What I am going to do is place you in an automated verification system. It will first ask you to enter your Lingo phone number. Then it will review the 911 service advisory and ask for your acknowledgement. Please speak clearly and when you accept, say “Yes. I agree.” Are you ready?

Customers does not want to do it right now.

If you are unable to do this right now, I strongly urge you take a few minutes today and login to your account at www.lingo.com to review and acknowledge the 911 service advisory. Another option is that you can call our customer service group at 1-888-Lingo-99 to assist you.

Yes, the customer has already performed acknowledgement.

Great. For my records, when did you perform the acknowledgement? I will make sure our records show that and if we have any questions we will give you a call back. Thank you very much. (log it so we can verify)

No. Wants to cancel account.

I am sorry to hear this. Unfortunately, I am unable to process cancels. If you wish to cancel your service, you may contact our customer care group at 1-888-Lingo-99. (make note of it in log) (Cold transfer to saves queue)

Potential Situations:

Customer needs user name or password:

I can provide your Username. It is (username), (multiple if applicable)

For security purposes I can not provide your password, but you can go to lingo.com, click login and reset the password using your password hint.

EXHIBIT F2

If the customer does not know their security hint, they can contact customer service at customer@lingo.com (or could transfer them to Care) to have it reset.

Customer wants to know what their Emergency Calling Service Address is:

Refer the customer to their My Accounts section

Customers may want to know if “everything is working” if they dial 911.

Refer them to My Accounts.

Frequently asked questions:

What is the 911 Service Advisory?

The 911 Service Advisory provides information about dialing 911 with Lingo's Emergency Calling Service - how it works, the differences between our alternative Emergency Calling Service and traditional phone 911 service and the importance of ensuring your emergency calling service address is properly registered.

Even though Lingo automatically signed you up for our Emergency Calling Service, due to a recently announced ruling by the U.S. Federal Communications Commission (or FCC), we are required to ensure that you acknowledge your understanding of these differences outlined in the 911 service advisory by August 29th or we will be expected by the FCC to suspend your account.

How do I sign up for Emergency Calling Service / 911 Dialing with my Lingo Voice over IP service?

Lingo automatically signed you up for Emergency Calling Service when you initially ordered Voice over IP. There was a screen that prompted you to complete the physical address of where your service is located. If you need to change this address, you can edit your customer profile in the online account management section.

What is the difference between the 911 services on a traditional phone verses Emergency Calling Service on the Lingo Voice over IP service?

Lingo Voice over IP call will be routed to the general access line of a Public Safety Answering Point (PSAP), which is different from the 911 Emergency Response Center. You will need to state the nature of your emergency promptly and clearly, including your location and telephone number, as PSAP personnel will not have this information at hand. PSAP should be able to help you effectively and take necessary steps to provide you with the appropriate assistance, such as dispatching police, an ambulance and/or a fire truck.

What is a PSAP?

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The PSAP or Public Safety Answering Point is the agency that takes emergency calls and routes them to the appropriate emergency service.

How does Lingo's Emergency Calling Service work?

Lingo routes your Voice over IP call to the Public Service Answering Point (PSAP), which provides emergency services in your area. The appropriate PSAP is determined by the physical address you supply when you sign up for Lingo. Therefore, if we do not have the correct address, your call cannot be routed to the corresponding PSAP for your area and could delay the required emergency services.

Why do I have to give you my physical address?

Unlike landline phone service, Lingo Voice over IP phone service is portable. For example, you can have a California number and receive calls in New York, notifying us of your physical address is the only way to locate the appropriate Public Safety Answering Point (PSAP) serving your area at your current and physical location. It is important to keep your physical address current on your Lingo account.

How do I dial Emergency Calling Service using my Lingo Voice over IP service?

Simply dial 911 in the case of an emergency and your call will be connected to the Emergency Calling Service.

Is it possible for Emergency Calling Service to be unavailable?

Yes. Emergency Calling Service will be unavailable if there is a power outage, broadband service outage, if your account is suspended or for other reasons.

What if I travel with Lingo?

If you travel with the Lingo adaptor for an extended period (such as to a vacation home), you should change your Emergency Calling Service address by logging in to your Lingo account. This will ensure your call is routed to the appropriate PSAP. If you have not changed your address and dial 911 it is very important to inform the operator of your exact location.

Is Emergency Calling Service (911 dialing) available if I have an international phone number?

Yes. Dialing 911 will work if you have an international phone number. As always, it is important to be prepared to provide your physical address and a U.S. phone number where the operator can reach you when dialing 911. For more details refer to the Lingo Terms and Conditions.

EXHIBIT G2

From: Lingo911@corp.lingo.com
To: Customer@isp.com
Subject: Lingo Account Suspension Warning
Date: 8/30/2005

Dear (customer),

Lingo has made several attempts to contact you regarding an urgent 911 service advisory that requires your acknowledgement. As of (last date) we have not received your acknowledgment. It is important to respond immediately, as the FCC expects Lingo to suspend any account that has failed to review and accept this acknowledgment after their extended September 28th deadline. We urge you to do this right now! The acknowledgment will only take a couple minutes and you can do this by phone or online.

Voice recorded acknowledgement:

Dial 1-866-546-4642

Enter your Lingo phone number (phone number)

Listen to the advisory and follow the prompts.

Online acknowledgement: (Must know password*)

Login to your account at lingo.com. (your username is _____)

Review and acknowledge this advisory

*If you do not know your Lingo login password, please use the voice recorded option.

If you have questions or need assistance, please contact us at 1-888-Lingo-99 or by email at customercare@lingo.com.

Thank you.

Lingo

REF: ECSADV4_083005

EXHIBIT H2**0546.31479****DNIS: 703-857-5803****08.05.05**

1000: Thank you for calling the Lingo 911 Advisory verification system, provided by Voicelog.

1003: Please enter your Lingo phone number, beginning with the area code, and then press the # key.

1004: The number you have entered is: _____.

1015: To continue, press 1.

1017: To correct, press 2.

1006: At the tone, please state your name and address, then press the # key.

1100: To confirm that you are over 18 and an authorized decision maker for this telephone number, please state your birth date, then press the # key.

1101: Please listen to this important consumer advisory about Lingo's Emergency Calling Service. You will be required to verbally confirm your understanding of these terms before proceeding with your order. Lingo automatically signed you up for emergency calling service when you placed your order. Emergency calling service is significantly different from traditional 911 or E911 service. If you dial 911 Lingo will route your call to the public safety answering point or PSAP that provides emergency services in your area. The appropriate PSAP is determined by the physical location of the emergency calling service address you provide to Lingo. Therefore, if the emergency calling service address is not the physical location where the Lingo service is being used, your call cannot be routed through the PSAP for your area and may prevent you from receiving emergency services. It is important to keep the address where you will be using the Lingo service current. If you move or travel with your Lingo adapter you must change your emergency calling service address with Lingo to ensure your call is routed to the appropriate PSAP. If you dial 911 and you have not updated your emergency calling service address you may not receive the emergency services you require. If you do call 911 and your address has not been updated it is very important to inform the operator of your exact location. It takes up to three business days for emergency calling services to be initially activated or for address changes to take effect. If you need to change your emergency calling service address, log into your account at lingo.com or call 1-888-546-4699. There is no charge for changing or updating your emergency calling service address and you may make as many changes to your address as necessary. The difference between Lingo's emergency calling service and the traditional 911 service is that the Lingo call will be routed through the PSAP's general access line, which is different from the 911 emergency response center. You will need to state the nature of your emergency promptly and clearly, including your location and telephone number, as PSAP personnel will not have this information at hand. PSAP personnel will take the necessary steps to provide you with the appropriate assistance. Emergency calling service will be unavailable under certain circumstances including but not limited to if there is a power outage, broadband service outage,

relocation of the Lingo adapter, and delays that may occur in updating your emergency calling service address in the appropriate database. If you chose an international number as your primary Lingo phone number, when you dial 911 this call will be routed to a general emergency services center instead of a local PSAP which will increase the response time of any emergency service provider. As always, it is important to be prepared to provide your physical address and a US phone number where the operator can reach you. You must now acknowledge that you have and understand this 911 advisory and that you agree and understand that you are obligated to keep your emergency calling service address current with Lingo. If you agree to and understand this advisory and its terms, please say "yes" after the tone, then press the # key.

1001: The identification number is: _____.

1016: To repeat, press 1.

1045: To exit the system, press 2.

1013: Thank you for choosing the Lingo 911 Advisory verification system, provided by Voicelog

EXHIBIT I2

IVR Script

If you are calling for assistance with the 911 service advisory please note two important changes – First, the FCC has extended the acknowledgement deadline to Sept. 28th. Second, you can now perform this acknowledgment either online or by phone.

For phone verification, call 1-866-Lingo-42 (866-546-4642). You will need your Lingo phone number.

For online, go to lingo.com and login to your account. You will need your username and password.

EXHIBIT J2

Scenerio 3: You are speaking to the contact person

I am calling on behalf of Lingo. We have recently sent your several notifications regarding a 911 service advisory that requires your acknowledgement. My records show that we have not yet received your response. Have you received these notifications? Have you responded yet?

No the customer has not responded

It is extremely important that you do respond to avoid suspension of your service. The FCC is mandating that Lingo obtain your acknowledgement to our 911 service advisory by their extended September 28th deadline or the FCC expects us to suspend your service – meaning you will not be able to use Lingo.

Ask customer to do the acknowledgement over the phone:

I can do this acknowledgement with your right now over the phone, it will only take a few minutes.

Customer Agrees:

Great. What I am going to do is place you in an automated voice verification system. It will first ask you to enter your Lingo phone number. Then it will review the 911 service advisory and ask for your acknowledgement. Please speak clearly and when you accept, say “Yes. I agree.” Do you know your Lingo phone number? (If no, provide customer the number). Are you ready?

Customers does not want to do it right now.

(STRONGLY URGE THEM TO DO IT NOW, we are running out of time) If you are unable to do this right now, I urge you take a few minutes today and either login to your account at www.lingo.com or call 1-866-Lingo-42 to review and acknowledge the 911 service advisory.

Yes, the customer has already performed acknowledgement.

Great, unfortunately my records show that we do not have your acknowledgment. When did you perform the acknowledgement? I apologize, but I would like to make sure your service is not disrupted in anyway. Would you mind taking a few minutes to listen to the advisory again and acknowledge via our automated voice system? Thank you for your understanding.

No. Wants to cancel account.

I am sorry to hear this. Unfortunately, I am unable to process cancels. If you wish to cancel your service, you may contact our customer care group at 1-888-Lingo-99. (make note of it in log) (Cold transfer to saves queue)

EXHIBIT J2

911 Service Advisory – outbound call script to obtain acknowledgement *Script for outbound calling without Voicelog v829*

Hello May I speak with (name on account)

Scenario 1: Not person, request to speak with him/her.

Not there, leave message:

I am calling on behalf of Lingo, (customer's name)'s VoIP phone service provider. I have an important message regarding his/her service that requires immediate response. When is good time to call? May I leave a message with you to give him/her?

Message for person:

Please tell (name) that Lingo has been trying to reach him/her with an important message. It is urgent that he/she to acknowledge a 911 service advisory to avoid account suspension after September 28th. He/she can do this by calling 1-866-Lingo-42 (866-546-4642).

Scenario 2: Receive Voice mail – Leave message

Hello this is (rep name) from Lingo. We have been trying to contact you regarding an urgent 911 advisory that requires your immediate acknowledgment. Please take immediate action by logging in to your account at lingo.com or by calling 1-866-Lingo-42 (866-546-4642) to review and acknowledge the advisory via an automated voice system. Either option take only a few minutes. Please be advised that if you fail to provide acknowledgment before the extended September 28th deadline, the FCC expects us to suspend your account.

Your Lingo phone number for the automated voice system is _____.
Your username for the online login is _____. If you do not know your password please use the automated voice system option.

Thank you for your prompt response.

EXHIBIT K2

Subject: Avoid suspension of your Lingo accounts on 8/30/05

Dear (customer),

We apologize for the multiple recent communications regarding an urgent Lingo 911 service advisory; however, we have not received your acknowledgment on all your Lingo accounts.

It is extremely important that you immediately login to each of your Lingo accounts separately at lingo.com to review and acknowledge this 911 service advisory. The FCC expects Lingo to suspend each of your accounts that does not have an acknowledgement by August 29th.

List of your accounts and usernames:

If you have questions or need assistance, please contact us at 1-888-Lingo-99 or by email at customercare@lingo.com.

Thank you.

Lingo

REF: ECSMLT_082305